

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

SYSTEMS ADMINISTRATOR I - 1026

DEFINITION:

Under general supervision, to provide basic technical systems administration support for City-wide integrated, enterprise system databases and system infrastructure applications and their individual hardware and software components to include the planning, installation, technical administration, coordination, maintenance, modification, upgrading, and organization of system applications; to serve as a focal point for systems development and hardware and software acquisition; to resolve technical system issues; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the sub-journey class in the Systems Administrator series. This class is distinguished from the next higher class, Systems Administrator II, in that incumbents in Systems Administrator I positions perform basic technical duties in the support and maintenance of an enterprise system. The Systems Administrator II classification performs the full range of system and application administration duties to include systems analysis and design. Incumbents in the Systems Administrator classification series will be required to have an in-depth knowledge of distributed computing technologies in order to configure and integrate the SAP system with shared information.

*** EXAMPLES OF DUTIES:**

- Performs SAP application configuration, installation, upgrading, security, corrections and transports, and client implementation;
- Works and coordinates activities with Business Systems Analysts, end-users, outside agencies to plan, install, coordinate, maintain, administer, support, and upgrade the SAP system to include the NetWeaver platform used for the integration of business processes across various systems, databases, and sources;
- Assists in the installation, technical administration, performance tuning, configuration, and monitoring of enterprise software and database to ensure smooth operation of SAP system architecture;
- Analyzes and troubleshoots basic data, authorization, portal, server, database, and/or hardware issues and documents and implements solutions;
- Performs security administration and portal administration to include user management, content management, and configuration;
- Performs pre- and post-upgrades and post-installation activities;
- Assists with defining and clarifying system specifications;
- Imports new software such as support packages and add-ons, system upgrades, and modification adjustments;
- Configures, operates, and supports the SAP system using system tools;
- Performs project implementation activities, tests system settings, creates and edits status information and project documentation, and transports system settings;
- Assists with system diagnostics, disaster recovery, configuration, system maintenance, and database archiving;
- Supports the following SAP or system processes: back-up and recovery, network management, batch scheduling, disaster recovery, security, file transfer, service levels, hardware maintenance, storage management, and software maintenance;
- Provides assistance during and after conversions, implementation, or the installation of new hardware, software, and applications;
- Resolves technical issues for the SAP system;
- Performs administrative duties and assigned tasks including report writing, time keeping, and documentation.

* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

A Bachelor's degree or equivalent education (i.e., minimum completed units of 120 semester/180 quarter units) **AND** two years of experience providing technical support for complex infrastructure and operation environments including SAP basis support; database and user administration; operating systems and networking analysis; application server performance; and system administration in a multi-platform environment.